

Online resource 1. Analysis of patient response to individual survey questions by group

Supplemental content from Eannucci EF, et al. Patient Satisfaction for Telehealth Physical Therapy Services Were Comparable to In-Person Services during the COVID-19 Pandemic. *HSS Journal*. 2020.

Survey Question		Group	N	Mean	Std. Deviation	p-value
1	How would you rate ability to schedule an appointment?	In-person Eval	576	4.6	0.8	0.001
		In-person Follow	0	0.0	0.0	
		Telehealth Eval	130	4.8	0.6	
		Telehealth Follow	0	0.0	0.0	
		Total	706	4.6	0.8	
2	How would you rate the registration process?	In-person Eval	573	4.7	0.7	0.657
		In-person Follow	0	0.0	0.0	
		Telehealth Eval	130	4.7	0.7	
		Telehealth Follow	0	0.0	0.0	
		Total	703	4.7	0.7	
3	Upon arrival, how would you rate the waiting time before seeing your therapist?	In-person Eval	574	4.8	0.6	NA
		In-person Follow	0	0.0	0.0	
		Telehealth Eval	0	0.0	0.0	
		Telehealth Follow	0	0.0	0.0	
		Total	574	4.8	0.6	
4	How would you rate the cleanliness of the center?	In-person Eval	571	4.9	0.4	NA
		In-person Follow	0	0.0	0.0	
		Telehealth Eval	0	0.0	0.0	
		Telehealth Follow	0	0.0	0.0	
		Total	571	4.9	0.4	
5	How would you rate the amount of time your therapist spent with you?	In-person Eval	568	4.9	0.5	0.222
		In-person Follow	296	4.8	0.6	
		Telehealth Eval	130	4.9	0.3	
		Telehealth Follow	104	4.9	0.4	
		Total	1098	4.9	0.5	
6	How well did your therapist explain the findings from your initial evaluation and the treatment plan?	In-person Eval	567	4.9	0.4	0.702
		In-person Follow	0	0.0	0.0	
		Telehealth Eval	129	4.9	0.3	
		Telehealth Follow	0	0.0	0.0	
		Total	696	4.9	0.4	
7	How would you rate our concern for your questions and worries?	In-person Eval	566	4.8	0.6	0.532
		In-person Follow	0	0.0	0.0	
		Telehealth Eval	127	4.9	0.3	
		Telehealth Follow	0	0.0	0.0	
		Total	693	4.9	0.5	
8	Rate your comfort level with the Covid-19 safety measures taken during your visit.	In-person Eval	0	0.0	0.0	NA
		In-person Follow	0	0.0	0.0	
		Telehealth Eval	0	0.0	0.0	
		Telehealth Follow	0	0.0	0.0	
		Total	0	0.0	0.0	

9	Overall, how would you rate your experience during this visit?	In-person Eval	567	4.9	0.5	0.196
		In-person Follow	0	0.0	0.0	
		Telehealth Eval	128	4.9	0.4	
		Telehealth Follow	0	0.0	0.0	
		Total	695	4.9	0.5	
10	How likely is it that you would recommend HSS to friends and family?	In-person Eval	566	9.7	1.2	0.771
		In-person Follow	293	9.8	1.1	
		Telehealth Eval	124	9.8	0.6	
		Telehealth Follow	91	9.8	1.1	
		Total	1074	9.7	1.1	
11	How would you rate the courtesy and friendliness of the staff?	In-person Eval	0	0.0	0.0	0.081
		In-person Follow	296	4.9	0.4	
		Telehealth Eval	0	0.0	0.0	
		Telehealth Follow	104	5.0	0.2	
		Total	400	4.9	0.4	
12	How would you rate your confidence in the skill of your therapy team?	In-person Eval	0	0.0	0.0	0.208
		In-person Follow	296	4.9	0.4	
		Telehealth Eval	0	0.0	0.0	
		Telehealth Follow	104	4.9	0.3	
		Total	400	4.9	0.4	
13	How well did the team work together to provide care?	In-person Eval	0	0.0	0.0	NA
		In-person Follow	293	4.9	0.5	
		Telehealth Eval	0	0.0	0.0	
		Telehealth Follow	0	0.0	0.0	
		Total	293	4.9	0.5	
14	How would you rate the degree to which our outpatient therapy services have helped you progress toward your rehabilitation goals?	In-person Eval	0	0.0	0.0	0.256
		In-person Follow	297	4.8	0.5	
		Telehealth Eval	0	0.0	0.0	
		Telehealth Follow	103	4.7	0.7	
		Total	400	4.8	0.6	
15	How would you rate information provided about your treatment and progress?	In-person Eval	0	0.0	0.0	NA
		In-person Follow	298	4.9	0.4	
		Telehealth Eval	0	0.0	0.0	
		Telehealth Follow	0	0.0	0.0	
		Total	298	4.9	0.4	
16	How would you rate the overall care received during your visits?	In-person Eval	0	0.0	0.0	NA
		In-person Follow	297	4.9	0.4	
		Telehealth Eval	0	0.0	0.0	
		Telehealth Follow	0	0.0	0.0	
		Total	297	4.9	0.4	
17	My treatment goals were achieved and I would recommend this service to others with similar issues.	In-person Eval	0	0.0	0.0	0.004
		In-person Follow	280	4.7	0.6	
		Telehealth Eval	0	0.0	0.0	
		Telehealth Follow	98	4.6	0.6	
		Total	378	4.7	0.6	
18	How would you rate the technology (picture and sound quality) and ease of use?	In-person Eval	0	0.0	0.0	0.271
		In-person Follow	0	0.0	0.0	
		Telehealth Eval	128	4.6	0.7	
		Telehealth Follow	104	4.7	0.6	
		Total	232	4.7	0.7	
19		In-person Eval	0	0.0	0.0	0.691

		In-person Follow	0	0.0	0.0	
	How would you rate your confidence that your rehab needs are being or were met through telehealth?	Telehealth Eval	126	4.7	0.6	
		Telehealth Follow	104	4.7	0.7	
		Total	230	4.7	0.6	
20	Would you have been comfortable if this virtual visit had been an in-person visit given ongoing concerns about coronavirus?	In-person Eval	0	0.0	0.0	0.822
		In-person Follow	0	0.0	0.0	
		Telehealth Eval	127	2.3	1.6	
		Telehealth Follow	96	2.1	1.4	
		Total	223	2.2	1.5	
21	How would you rate the education you received in future injury prevention and overall wellness?	In-person Eval	0	0.0	0.0	NA
		In-person Follow	0	0.0	0.0	
		Telehealth Eval	0	0.0	0.0	
		Telehealth Follow	98	4.6	0.7	
		Total	98	4.6	0.7	